Transition Plan for

"Support for HR Software Tools" NASA Shared Services Center

ORR Transition Plan

Draft

National Aeronautics and

Space Administration

Transition Plan for

"Support for HR Software Tools" to NASA Shared Services Center

Version Basic

Draft

Prepared By: Terry Jackson

Name	Date

NSSC Activity Transition Manager

Approved By: Dan Mangieri

NAME	Date

NSSC Functional Manager

TABLE OF CONTENTS

LIST OF APPENDICES

1.0   INTRODUCTION

NASA is creating a Shared Services Center that will perform a variety of transactional and administrative activities currently done at each NASA Center in the functional areas of: Financial Management, Human Resources, and Procurement. It will consolidate targeted activities into a shared services organization that reports to HQ and is designed to achieve: efficient and effective service, improved data quality, standardized processes, leveraged skills and investments and economies of scale. NSSC will work collaboratively with Centers to meet their service needs via a Customer Contact Center, which will allow Centers to focus more time on their core work and strategic initiatives. Additionally each Center will have a resident NSSC Center Liaison.

2.0   SCOPE

NASA's Human Resources (HR) community has a continuing need to purchase and maintain Commercial Off-The-Shelf (COTS) software. The NSSC will provide support in the acquisition, contract oversight, and employee communications for HR COTS software including any written documentation for use in the HR Office or to support HR services to employees. Supported software currently includes:

- Cognos Powerplay
- TALX – Employment Verification
- Annuity Software Program
- Federal Retirement Benefits Program
- FRC Calc
- GRB Assist

This list is subject to change if new software is identified, or it is decided that software currently on the list no longer needs to be supported.

 The NSSC will, in addition, be responsible for managing the software purchases process to ensure that all software purchases are linked to a strategic need of the HR community; are not duplicative of any prior purchases; and meet all the requirements specified by the requesting office. The NSSC will also work to standardize what HR COTS products are used across NASA. NSSC will not be responsible for the purchase of software funded by IEMP or funded by local IT operations.

Those HR Offices that have subscriptions or licenses that are up for renewal can request that the NSSC pick up the costs for those applications. Eventually, the NSSC will maintain the schedules associated with all HR COTS software subscriptions and will be responsible for automatically submitting payments for these applications. Center HR Offices will be consulted prior to the payment to ensure that renewal or upgrade of the application in question is desired.

To accomplish this task, NSSC has identified 2 (IG) positions requiring human resources and information technology experience. In 2004, a NASA-wide data call was issued to determine the volume of HR COTS products currently supported by the NASA HR Offices. In April of 2006, a subsequent data call was issued to ensure that the NSSC had a complete and up-to-date list. Once the transition to the NSSC occurs, the NSSC will send out annual data calls to ensure that inventories of COTS products are accurate.

3.0   ASSUMPTIONS

- NSSC will be able to remotely coordinate, purchase, and distribute COTS software purchases

- NSSC staff, both Service Provider and Inherently Governmental, will be on board to prepare for transition.

- NSSC staff, both Service Provider and Inherently Governmental, will be adequately trained to prepare for transition.

- Roles and responsibilities between NSSC and NASA Centers will be adequately communicated.

- Designated NSSC Liaisons will provide limited support to the NSSC during implementation and ongoing administration in the form of Center communications. Roles and responsibilities will be adequately communicated.

- Centers, to the best of their ability, will ensure responses to data calls are up-to-date and accurate reflections of COTS products.

4.0   RECOMMENDED TRANSITION PLAN

4.1   Coordinate NSSC responsibilities and processes with HQ & Centers

NSSC Responsibilities

- Timely communication of plans & impact with all centers (Change Mgmt)

- NSSC IG provides policy interpretation and guidance where applicable.

- Assesses center needs and translates those into appropriate COTS purchases.

- Assist with changes and/or updates to Service Delivery Guides, NSSC Customer Service Web site, and other process documentation.

- NSSC IG will standardize the type of COTS software used by Center HR Offices

- NSSC IG will ensure that COTS purchases are cost effective and meet Center specifications

- Maintenance of centralized inventory of current COTS products being used by the Centers

- Provides training and other user support for COTS products

- For those COTS products that don't have help desk support, NSSC will provide Tier 1 support via the Customer Contact Center

- Develops external access to COTS inventory

- Develops Web-based COTS request form

NSSC Transferring Center Responsibilities

- Participation in teleconferences as appropriate.

- Timely and accurate responses to annual NSSC data calls/needs assessments for COTS products

Competency Center Responsibilities

- If applicable

4.2   Hire & train appropriate staffing for Support for HR Software Tools

NSSC Responsibilities

- Hire NSSC HR (IG) HRIS Specialist with HRIS and management experience, In place December 11, 2005

- Hire NSSC IT (IG) Architecture Specialist with IT and management experience, In place March 2006

- Provide Support to HR Software training to contact center

NSSC Transferring Center Responsibilities

- TBD

Competency Center Responsibilities

- If applicable

5.0   CHECKLIST

Multiple checklists will be developed to ensure all necessary items are executed in an orderly manner. The following are the checklists that NSSC IG will develop and deploy:

- Follow-up checklist

- Change Control Board checklist

- New Software Check-in checklist

6.0   TECHNICAL

- See Support to HR Software Service Delivery Guide

- Initiate Training Process discussions with the contact center – 30 May 2006. The contact center will be provided with scripts to address likely inquiries.

- Process metrics will be captured using Remedy.

(Identify all technical aspects of transitioning the "System of Interest" relative to Information Technology, Customer Contact Center requirements, Document imaging requirements, etc).

7.0   RISKS

- Automated system/IT reliance

    o Inventory of COTS products database may not be operational by June 30, 2006. Mitigation: Develop spreadsheet back-up process

- User reluctance to accept change to centralized COTS purchase management

    o Participation in HRIS teleconferences to build teamwork

    o Change management approach to educate users on NSSC benefits

- No central point of control for HR Software Purchases

- o Coordination with CIO governance network

- Inaccurate Data Reporting

  - o Cross-check HR list with approved software list at Center IT operations.

APPENDIX A – ACRONYMS AND ABBREVIATIONS

List all "System of Interest" specific acronyms and abbreviations.

COTS: Commercial Off The Shelf software

HRIS: Human Resources Information Systems

IG: Inherently Governmental

SP: Service Provider

NSSC: NASA Shared Services Center

APPENDIX B–RELEVANT MANAGEMENT POINTS OF CONTACT

Terry Jackson

Chief Information Officer (NSSC IG)

NASA Shared Services Center

Phone: 228-813-6014

Fax: 1-866-779-NSSC

Email: terry.d.jackson@nasa.gov

Chief, HR Service Division (NSSC IG)

Daniel W. Mangieri

NASA Shared Services Center

Phone 228-813-6008

Fax: 1-866-779-NSSC

Email: Daniel.W.Mangieri@nasa.gov

Team Lead, HRIS and Training (NSSC IG)

James Hylton

NASA Shared Services Center

Phone 228-813-6045

Fax: 1-866-779-NSSC

Email: james.hylton-1@nasa.gov

HR Manager, NSSC SP

Michele Bergeron

NASA Shared Services Center

Phone 228-813-6334

Fax: 1-866-779-NSSC

Email: Michele.T.Begeron@nasa.gov

APPENDIX C – TRANSITION SCHEDULE

What is Needed	When
HRIS Contacts at Centers	Completed
Current Inventory of COTS products	May 19, 2006
Change Control Board process	May 19, 2006
Distribution of SDG to Centers	May 12, 2006
Complete Transition Plan	May 12, 2006
Updated COTS data call	Completed
Identify applications to be standardized	September 30, 2006
Set Annual data call schedule	September 30, 2006
Build automated database for COTS inventory	July 30, 2006
Identify cost savings to be realized through standardization	September 30, 2006
Have Centers Review Transition Plan	June 16, 2006